

# Portal User Group Meeting

June 18, 2014

# Agenda

- Welcome
- Updates and Reminders
- New CT.gov Site
- eGovernment Applications
- Questions & Comments



Welcome

# Portal Management Group

- Angela Taetz – Manager
- Mario Mezzio
- Margie Hasen
- Refill
- Craig Mollison (Backup)



# Updates and Reminders

Mario Mezzio

# Web Browser Issues

- Internet Explorer 11
  - Issues with DSF Editor
    - Table Borders & Scrolling Bars Do Not appear
    - Edit Properties HTML code not displaying
  - Add CT.gov domain in the Compatibility View Settings
  - Revert back to IE10 (if possible)
  - Working with vendor for a possible fix

# Web FileManager Issues

- Application Blocked by Security Settings after installing Java 7 Update 60
- Add CT.gov Domain Name to Java Exception Site List Panel
  - Add <http://www.ct.gov> and <http://ct.gov>
  - This will allow all <http://www.ct.gov/agencyname> sites to run the Web FileManager application. You do not need to enter your specific agency URL.
- If you site URL is <http://www.agencyname.ct.gov> add it to the exception list along with <http://www.ct.gov>
- Opening Web FileManager
  - Security Warning Screen, select “Run”
  - Your Web FileManager files should now display
  - If you browser is open during this process, close it and log back in

# Web FileManager Issues

- If after installing Java 7 Update 60 you do not see the "Edit Site List" in the Java Security tab, it means there are multiple versions of Java installed on your machine
- Remove all previous versions of Java
- Keep the latest version or download if not installed
- Restart your browser by closing all of your browser windows.
- Go back into the Java Security tab and you should be able to see "Edit Site List".

# Web FileManager Issues

- Linking to a file using Relative Reference
  - Getting HTTP 404 error when linking from editor to a file on Web FileManager
  - Small number of users having issue. Cannot duplicate issue at BEST

# Requesting Services

- Help Desk Tickets
  - System Admin should be submitting tickets
  - Provide as much information as possible
  - Website URL
- If it is an emergency or you cannot access the form, contact the Help Desk by phone at (860) 622-2300
- If you feel the need to contact PMG directly, please email [pmg@ct.gov](mailto:pmg@ct.gov)

# DSF Training (Basic)

- PMG is offering basic DSF training
- We are scheduling one class a month at DAS/BEST
- The classes are geared for new users or those that need a refresher
- New users will be given priority for the classes.
  - Returning users will be placed on a wait list and notified 1 week prior to the class if there is availability.
- If you have Content Admins who need this training, please submit a work request

# DSF Training (Advanced)

- If you or your staff need advanced training (beyond the class offered), submit a Work Request, and we will schedule a one-on-one session
- Please note that our availability for these advanced training sessions may be limited due to other projects and deadlines



# DSF Users Site

- DSF Users site is designed to keep System Admin updated on current issues related to the DSF software
- You can find downloads and information to correct issues with the DSF Software
- Check with Portal Management Group before installing updates
- Website URL: <http://seedeater.ct.gov/dsfusers>

# Housekeeping

- Clean out eAlert and Routing queues
- Some sites have hundreds of pages of eAlerts or Routing notifications
  - These are all stored in the DSF database
- Review/Clean your Website
  - Content
  - Admins
    - Remove Admins if they left agency

# New CT.gov Site

Angela Taetz

# Next Steps

- Phase 1 – September 2014
  - June – July
    - Ektron configuration
      - May ask some agencies to participate in a workgroup for input
    - Designate a staff member at each agency to coordinate Topic Group participation
    - Agency review of content identified for migration in Phase 1
    - Copywriter will review and update if necessary
    - Agency will review updated content
    - CI will add to Ektron

# Next Steps

- Phase 1 – September 2014
  - August
    - Complete content migration
    - Agencies participate in quality assurance testing
    - Ektron training for participating agencies
  - September
    - Complete Ektron training
    - Final testing and modification
    - Go live September 17

# Next Steps

- Phase 2 – September - TBD
  - Determine scope of Phase 2
  - Continue migrating content and training
- Phase 3 (Subject to change)
  - Start full agency migrations

# CT Interactive Contributions

- Purchase, host, and configure Ektron
- Project management
- New templates
- Best practices for improved searching
- Copywriters to update content and provide guidance
- Migration assistance
- Best practices and guidelines for social media use
- Personnel for live chat feature
- Marketing of new site

# eGovernment Application

Angela Taetz



# Questions & Comments

# 2014 Portal User Group Meetings

- Tentative Dates
  - June 2014
  - September 2014
  - December 2014



Thank you

# Websites in CT

- Where we came from
  - Every agency had it's own design
  - Technology differed between agencies
  - There was no unified support
- Where we are now
  - Standard design templates and home page layout
  - Common web content management system hosted at DAS/BEST
  - Group at DAS/BEST that supports the users on the system
  - Most states have not standardized design or web content management system

go to [text](#) version

## State of Connecticut

Governor  
John G. Rowland  
Welcomes You



About  
Connecticut  
What's New



Features Below...

February 28, 2003

Connecticut General  
Statutes

[Drought Information](#)  
[Weather](#)  
[Lottery Results](#)  
[Tax Information](#)

State Government

[Executive](#) [Judicial](#) [Legislative](#)  
[Agencies/Organizations](#) [People](#)

Answers

[Search](#) [A to Z](#) [FAQs](#)

or Special Interest

[Licenses/Permits](#) [Towns/Cities](#)  
[Tourism](#) [Commerce](#) [Education](#)

☒ State Capitol in  
Hartford,  
Connecticut

[Photo Gallery](#)  
[You Belong in CT](#)



State of Connecticut [Disclaimer](#) and [Privacy Policy](#). Copyright © 2001 State of Connecticut. ConneCT is coordinated by the [ConneCT Management Advisory Committee](#) (CMAC). [Universal Website Accessibility Policy](#) applies.

CT.gov Search:

GO

Advanced Search

- » WORKING
- » DOING BUSINESS
- » LIVING
- » LEARNING
- » VISITING
- » GOVERNMENT

Quick Links

GO



CONNECTICUT  
FULL OF SURPRISES!



#### HOW MAY WE HELP YOU TODAY?

- » Get on the Telemarketing NO CALL List
- » Follow the 2003 Legislative Session live on the Web
- » Search for a Job in Connecticut
- » Find your Legislator
- » Find a CT State Agency Phone Number
- » Find a Great Getaway in Connecticut
- » Get Information on Registering a Vehicle in Connecticut
- » Find 2003 Tax Forms

#### Latest News

Tuesday, February 25, 2003

##### Consumer Tips

Useful Tips from the Department of Consumer Protection. Download fact sheets on Auto Repair, Health Clubs, Home Improvement and More.

Thursday, January 16, 2003

##### Interested in Foster Parenting or Adoption?

Attend an informational session near you! Check updated schedules for Spring 2003

Thursday, January 16, 2003

##### Thousands of Names Added to Unclaimed Property List

More than \$315 million in unclaimed property - some may be yours! Search the State Treasury Unclaimed Property Owner Database and claim your property

Wednesday, January 15, 2003

##### On-Line Filing Now Available for Personal Income Tax Returns

WebFile is the newest electronic method of filing your Connecticut full-year resident Income Tax Return or Extension request. It's fast, efficient and best of all FREE.

Greetings from  
Governor, John G. Rowland

CT Keyword:

GO

#### Online Services

- [Check Connecticut Traffic](#)
- [File your State Income Tax Online](#)
- [Plan for College](#)
- [Reserve a Spot at a State Campground](#)
- [More...](#)

#### Featured Sites

- [Department of Public Works](#)
- [Division of Homeland Security](#)
- [Department of Motor Vehicles](#)
- [Commission on Fire Prevention and Control](#)

#### Weather

##### For Hartford

Friday



Fair

High: 34 F  
Low: 20 F

Saturday



Fair

High: 38 F  
Low: 31 F

Your CT Town

Hartford

GO

[Complete 7-Day Forecast](#)







The Official State of Connecticut Website

Nancy Wyman,  
LT Governor



Dannel P. Malloy,  
Governor

QuickLinks

[Home](#) [About CT](#) [Executive](#) [Judicial](#) [Legislative](#) [Contact Us](#)

Working

Living

Learning

Doing Business

Visiting

Government

enter search term...



[site search](#) [ct keyword](#)



#### Latest News

CT Interactive Travel Information Map

Judicial Branch Announces Online Payment of Motor Vehicle and Criminal Infractions Tickets

DMV Launches Online System to Verify If a Vehicle is Properly Registered

Receive emails announcing new Exam/Job Posting

Elimination of Registration Stickers

#### Online Services

[CTJobCentral](#)

[Renew Vehicle Registration Online](#)

[Plan for College](#)

[Reserve State Campground Spot](#)

[Purchase a Hunting or Fishing License](#)

[File State Income Tax](#)

[More>](#)

[Home](#) | [CT.gov Home](#) | [Send Feedback](#) | [Ask a Question](#) | [Login](#)

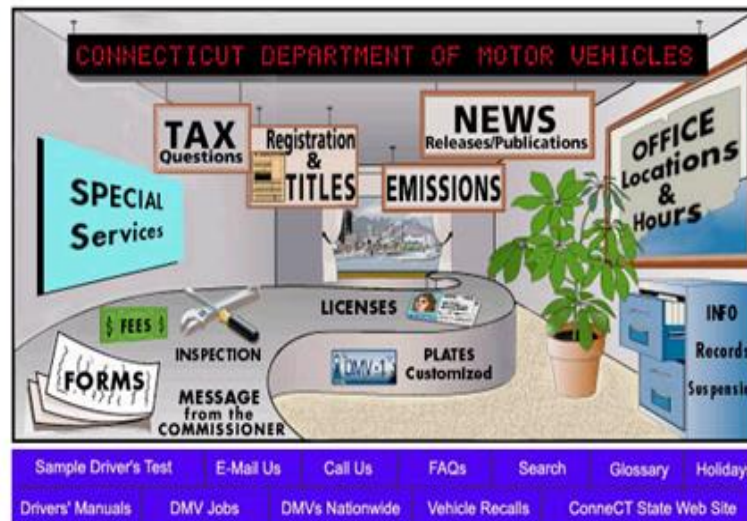
State of Connecticut [Disclaimer](#), [Privacy Policy](#), and [Web Site Accessibility Policy](#). Copyright © 2002-2011 State of Connecticut.



[Teen Drivers](#) - A Site Just for Teens Getting Ready to Seek A Learner's Permit. It Includes a Photo Essay on the Process

[Registration and license](#) statistics statewide. Learn How Many People Have Vehicles in Your Town

Want to buy a [personalized license plate](#)?



Copyright © 2001 The Department of Motor Vehicles. [Privacy Statement](#). All photos, images, and design, layout of the DMV Website are exclusively owned by the State of Connecticut and cannot be copied, edited, reproduced or used without the written permission of the DMV. All State of Connecticut all [disclaimer and permissions](#) apply.  
Your Rights Under [Federal Title VI](#)





# STATE OF CONNECTICUT DEPARTMENT OF MOTOR VEHICLES



[ABOUT US](#) [PROGRAMS & SERVICES](#) [PUBLICATIONS](#) [FORMS](#) [CONTACT US](#) [HOME](#)

DMV Search:

GO

[Advanced Search](#)

- [» LICENSE SERVICES](#)
- [» REGISTRATION SERVICES](#)
- [» SAFETY AND ENFORCEMENT](#)
- [» NEW TO CONNECTICUT](#)
- [» TEEN DRIVERS](#)
- [» FEES](#)
- [» FORMS AND APPLICATIONS](#)
- [» GENERAL INFORMATION](#)
- [» SITE MAP](#)

Check out CT's new driver's license



**Department of  
Motor Vehicles**  
Within Hartford Area  
860-263-5700

Elsewhere in Connecticut  
800-842-8222



HOW MAY WE HELP YOU TODAY?

- [» Inspections](#)
- [» Emissions](#)
- [» Title Information](#)
- [» Tax Questions](#)
- [» Commercial Vehicle Safety](#)
- [» Dealers and Repairers](#)
- [» Suspension Information](#)
- [» Directions & Office Hours](#)

## Latest News

### [How Parents Can Help Their Teens Become Safe Drivers](#)

The Department of Motor Vehicles has released a new training guide for parents who are teaching their teens how to drive.

### [License Plate Replacement Program to End Soon](#)

The license plate replacement program underway for the last two years will conclude at the end of November and all vehicle owners who have not received the new plates should contact the DMV immediately.

### [Bad Drivers, Bad Attitudes](#)

Drivers with many accidents and violations are impatient, aggressive, distracted and oblivious, feel "entitled," and blame their problems on other drivers, a pioneering study of driver attitude reveals.

Greetings from  
Gary J. DeFilippo  
Commissioner

CT Keyword: ?

GO

#### Featured Links

- [Special License Plates](#)
- [How do I...?](#)
- [Disabled Drivers](#)
- [Vanity Plates](#)

#### Other Resources

- [Federal Highway Safety](#)
- [Commercial Vehicle Safety](#)
- [DMVs Nationwide](#)
- [Traffic Cams on State Highways](#)
- [Seat Belt Information](#)

#### Associated Agencies

- [Department of Transportation](#)
- [Department of Environmental Protection](#)
- [State Police](#)
- [Department of Revenue Services](#)
- [CT Licensing \(CLIC\)](#)



## Department of Motor Vehicles

[Home](#) [About Us](#) [Publications](#) [Forms](#) [Contact Us](#)

### SEARCH DMV

[Dealers & Repairers](#)

[Disabled Drivers](#)

[Fees](#)

[Insurance Information](#)

[Online Services](#)

[Safety & Enforcement](#)

[Suspension](#)

[Tax Information](#)



### Podcasts

Greetings from  
**Robert M. Ward,**  
Commissioner



**Department of  
Motor Vehicles**  
within Hartford Area  
and Outside Connecticut  
**860-263-5700**

Elsewhere in Connecticut  
**800-842-8222**



**How May We Help You?**

### Latest News

- Governor Rell Announces New Look On The Way For Driver's License
- DMV Holiday Closing -- May 21, 2009 to May 25, 2009
- Watch the "PROMise" Video

[MORE>](#)

### Teen Drivers

- Obtaining a Learner's Permit
- Obtaining a License (16 and 17)
- CT's Teen Driving Laws
- Practice for the Written Test
- Teen Safe Driving Center

[MORE>](#)

### Driver's License and ID

- Obtaining a License
- Obtaining an ID Card
- Obtaining a CDL
- Obtaining a Motorcycle License

[MORE>](#)

### Vehicle Registration

- Registering a New or Used Car
- Renewing a Registration
- Inspections
- Emissions Testing
- Title Information

[MORE>](#)



# State of Connecticut

## Department of Revenue Services

25 Sigourney Street, Hartford, CT 06106

- [File Returns On-Line](#)
- [On-Line Registration](#)
- [What's New](#)
- [2003 Legislative Summary](#)
- [Tax Assistance](#)
- [Employer's Page](#)
- [New Business](#)
- [Fast File Program](#)
- [Links](#)
- [Electronic Services](#)
- [Uncashed Refunds](#)
- [DRS-E-NEWS](#)
- [NAA](#)
- [Forms](#)
- [Publications](#)
- [Research](#)
- [Licensed Cigarette Distributors](#)
- [Licensed Cigarette Dealers](#)
- [Top 100](#)
- [Practitioner's Page](#)
- [Commissioner's Welcome](#)



### Mission Statement

The Mission of the Connecticut Department of Revenue Services is to administer the tax laws of the State of Connecticut and collect tax revenues in the most cost effective manner; achieve the highest level of voluntary compliance through accurate, efficient and courteous customer services; and perform in a manner which instills public confidence in the integrity and fairness of the state's tax programs.

This site has been tested and is best viewed with Microsoft Internet Explorer, Netscape 3.x and Netscape 4.x

### Website Policies



[HOME](#) | [WHAT'S NEW](#) | [COMMISSIONER'S WELCOME](#) | [TAX ASSISTANCE](#) | [FORMS](#) | [PUBLICATIONS](#) | [RESEARCH](#) | [LINKS](#) | [PRIVACY POLICY](#) | [TOP 100](#) | [ELECTRONIC SERVICES](#) | [SEARCH](#) | [CONTACTING DRS](#)





# STATE OF CONNECTICUT DEPARTMENT OF REVENUE SERVICES



ABOUT US   PROGRAMS AND SERVICES   PUBLICATIONS   FORMS   CONTACT US   HOME

DRS Search:

GO

Advanced Search

» **CT** WEBFILE INCOME  
TAX RETURNS

» BUSINESSES

» INDIVIDUALS

» TAX PROFESSIONALS

» FILING SEASON HELP

» FILE/REGISTER ONLINE

» NEW ADDITIONS

» ELECTRONIC SERVICES

» TAX RESEARCH LIBRARY

» STATISTICAL REPORTS

» LICENSED CIGARETTE  
DEALERS/DISTRIBUTORS

Quick Links

GO

Connecticut Department  
of Revenue Services

25 Sigourney St.  
Hartford CT 06106-5032

1-800-382-9463  
(In-State)  
or 860-297-5962  
(TDD/TT Users *only* call  
860-297-4911)

E-ALERTS

Receive DRS news  
updates by e-mail.

» [Subscribe now or  
update your e-Alerts](#)

» LOGOUT

» UPDATE PROFILE

» SITE ADMINISTRATION



*On-Line Filing: Easy, Fast, and Secure*

## Recent Tax News

2/10/2004

### [2003 Filing Season Help is Available Here](#)

Links to the 2003 tax tables, the 2003 property tax credit calculator and the 2003 income tax calculator as well as information to assist you in filing your return

2/6/2004

### [Liquor Store Owner Charged with Filing False Returns](#)

2/2/2004

### [Department of Revenue Services Launches New Web Site](#)

1/21/2004

### [Lt. Governor, DRS, Fleet Bank partner for filing season](#)

1/8/2004

### [New Reporting Requirements for Nonpayroll Withholding](#)

12/26/2003

### [2004 Withholding Tables Released](#)

Greetings from  
Pam Law, Commissioner

CT Keyword: ?

GO

## Calendar - Filing Due Dates for State Taxes



[Check the Calendar](#)

## Featured Sites

[Internal Revenue Service](#)  
[Other States' Tax  
Departments](#)

[CT Department of Labor](#)

[CT Secretary of the State](#)

[CT General Assembly](#)

[CT-Click.com Connecticut  
Licensing Center](#)

[CT Economic Resource  
Center](#)

[CT Treasurer - Unclaimed  
Property](#)

[Home](#) | [CT.gov home](#) | [Send Feedback](#)



## Department of Revenue Services

[Home](#) [About Us](#) [Publications & Forms](#) [Contact Us](#)

### FAQs Taxpayer Answer Center

[Taxpayer survey](#)

[Businesses](#)

[Individuals](#)

[Tax Professionals](#)

[Filing Season Help](#)

[Your Rights as a Connecticut Taxpayer](#)

[Electronic Services](#)

[Tax Research & Statistics](#)

[Top 100 delinquent taxpayer list](#)

[Cigarette & Tobacco Products Taxes](#)

*Greetings from*  
Kevin B Sullivan,  
Commissioner

*Check the Calendar*

Receive Updates by e-mail  
**e-ALERTS**

**Department of  
Revenue Services**  
25 Sigourney St.  
Hartford CT 06106-5032

1-800-382-9463  
or 860-297-5962



**Taxpayer Service Center (TSC)**

File Returns, Make Payments,  
Update Information Online

- ▶ Business
- ▶ Individual
- ▶ Tax Preparer

### Starting a New Business? Register Here

#### Recent Tax News

9/19/2008

##### [Business Entity Tax Information](#)

FAQs on the 2006 Business Entity Tax Delinquency Notice, now in the mail.

9/2/2008

##### [2008 Electronic Filing Requirements for Forms W-2 and 1099](#)

Advance information about mandatory electronic filing of annual informational returns

6/2/2008

##### [Vendors at Flea Markets, Craft Shows, Fairs, Etc. Must Obtain a Connecticut Sales Tax Permit](#)

Connecticut does not issue temporary permits to vendors. Please click here for information on obtaining a sales tax permit.

7/1/2005

##### [Want to Get Tax News by Email?](#)

Register for e-alerts to get the latest tax department news delivered to your mailbox.



## Welcome to the Official Website of the STATE OF CONNECTICUT



Nancy Wyman,  
Lt. Governor

Dannel P. Malloy,  
Governor

[Home](#)

[About CT](#)

[Executive](#)

[Judicial](#)

[Legislative](#)

[Contact Us](#)

### Working

[Living](#)

[Learning](#)

[Doing Business](#)

[Visiting](#)

[Government](#)



Regulations of CT  
State Agencies



ledge lighthouse, new london



CTvisit.com

lime rock race track, salisbury



Get 52 Getaway ideas for a dynamic mix of activities!



### Latest News

LT. Gov. Wyman Announces 2014 Wall of Honor Ceremony

LT. Gov. Wyman, CMSR. Schwartz Call For Veterans Hall of Fame Nominations

Gov. Malloy: Graduation Rate Increases for Fourth Consecutive Year

Gov. Malloy: Connecticut Unveils New Economic Development Ads

Gov. Malloy Kicks Off Annual Summer Reading Program

Gov. Malloy: State Launches New AD Campaign Ahead of Travel Season

The Great Park Pursuit 2014 CT State Parks Family Adventure

Gov. Malloy Announces Two-Year, Nearly \$450 Million Plan for Modest Tax Relief

### Online Services

[Search Regulations of CT State Agencies](#)

[File State Income Tax](#)

[ConneCT to DSS](#)

[CTJobCentral](#)

[Renew Vehicle Registration Online](#)

[Plan for College](#)

[Sportsmen Licensing](#)

[More>](#)





# DEPARTMENT OF MOTOR VEHICLES

Select Language Translation Disclaimer

Home About Us Publications Forms Contact Us

ONLINE SERVICES TEENS SENIORS SelectCT ID SUSPENSION COMMERCIAL VEHICLES



## DMV Service Locations

Services and hours can change depending on the office. Check individual offices for services at that location.

Melody A. Currey  
Commissioner

Welcome to the Department of Motor Vehicles Online Information Center. This Center's goal is to make it easier for you to find information you need to do business with us. This goal reflects DMV's pledge to improve customer service and provide quality services. [Watch and read Commissioner Currey's welcome message.](#)



**SERVICE UPDATE:** EMISSIONS due dates extended and late fees waived for certain vehicles subject to General Motors recall. [See more information.](#)

**ATTENTION COMMERCIAL DRIVERS:** New federal law requires all Commercial Driver's License (CDL) and Commercial Driver Instruction Permit (CDIP) holders to self-certify with DMV. [Certify here.](#) Also, remember to [fax your medical certificate to DMV.](#)

**ADULTS:** [Schedule Your Learner's](#)

## New Online Services for Customers



- Check Driver's License Status
- See Wait Times at DMV Offices
- International Registration Plan (IRP) Renewal Payment
- Schedule Learner's Permit Test Appointment (English and Spanish Only - Not for Motorcycle or CDL Permits)

### Latest News

#### Boat Owners: Avoid Waiting, Get to DMV Early to Register Vessels

Summer is starting. Boaters can enjoy the open waters of Long Island Sound. They can troll for fish on ponds. They can motor a pontoon boat or use a jet ski around the lake. They can also avoid waiting in line at DMV. By going now to get a new registration or any needed assistance for a renewal, boat owners can avoid the lengthy lines to have

### DMV Easy Answers to Key Services

#### DRIVER'S LICENSE and ID

- Check Status
- New
- Renewals
- Replacements
- Commercial Drivers
- Non-Driver ID



# DEPARTMENT OF REVENUE SERVICES

Select Language

Home About Us Programs & Services Publications Forms Contact Us

HOW DO I?

RESEARCH LIBRARY

EMPLOYMENT & INTERNSHIPS

PRACTITIONERS

## TAXPAYER SERVICE CENTER (TSC)

File Returns, Make Payments, Update Information Online

Business Individual Tax Preparer



Kevin B Sullivan  
Commissioner

Welcome to our Department of Revenue Services (DRS) homepage. Our job is to provide you with the information you need about Connecticut taxes. Our website is your portal for state taxpayer services. Please let us know how we can be even more helpful.

[Watch Commissioner Sullivan's welcome message](#)



### For Individuals

- 2013 Income Season
- Income information website
- EITC Information
- Debit Card FAQ's
- Where is my refund?
- Forms & instructions
- Get My 1099-G

[More>](#)

### For Businesses

- e-services information
- Business information website
- File & pay online
- Sales & use tax
- Withholding tax
- Forms & instructions
- Starting a business?

[More>](#)

### Updates

Want to make an income tax payment by [credit card](#)?

Made a mistake on your Income Tax Return. No worries correct the error using Form CT-1040X which can be filed online using the [TSC](#).

Check the status of your refund 24/7 by clicking [here](#)! For direct deposits you must allow 2

[FEATURED LINKS](#)



FAQs

Report  
TAX FRAUD

Military & Veterans  
Information

VIDEO  
BRIEFS  
Gallery

2-1-1  
Get Connected. Get Answers.

REGISTER  
Online to  
VOTE

Regulations of CT  
State Agencies

Recent Tax News

Prior Press Releases



# Where we are going

- Industry standard web content management system
- Topic based content that provides information from multiple agencies
- More cross marketing of seasonal and specialized services
- Improved Search and Mobile capability
- Standard layout for certain types of content
- Updated content that is easy to understand